

From the ED



EDVOS continues to work together with key partners and community members to address reforms from the Royal Commission into Family Violence. Recent changes to our 'Universal Services Team' (UST) have enhanced the service delivery to women and children experiencing family violence in Melbourne's Eastern Region, where they will receive greater access to case management support in locations more accessible to them.

The changes will enable EDVOS Specialist Family Violence Advocates (SFVA) to co-locate and work closely with partner organisations to deliver more flexible services across a broader demographic clientele including, Older Persons, Women, Children (including early childhood 0-4 years, adolescents/teens) and their pets.

The changes also see EDVOS maintain a focus on Youth (including the LGBTIQ+ community) which aligns with EDVOS's diversity plan.

EDVOS welcomed the recent funding from the Victorian State Government, which allows us to continue to support women and children victim survivors of family violence, through our Flexible Support Package Program during 2018-19. There have been slight changes to these guidelines, which will be communicated to external agencies in the near future.

The Flexible Support Packages Program is integral in assisting women, men, children and their pet's to access support that enables them to move out of crisis situations, stabilise their environment and improve their safety, wellbeing and independence.

Due to the growth and re-structure of EDVOS teams towards the end of the financial year, a third office in Ringwood was opened to accommodate our workforce and the needs of our expanding organisation. We welcome all the new faces who have recently joined EDVOS and a BIG THANK YOU TO EVERYONE for your work and commitment to our vision.

Please continue to read on, as our quarterly newsletter highlights some innovative and important work across the family violence sector, which I'm very proud to mention that EDVOS has been a major lead.



Jenny Jackson
Executive Director

Our Vision

A community free from family violence, where everyone feels safe.





HaiR-3R's Program

The HaiR-3R's Training Program is a free interactive workshop for salon professionals to learn how to Recognise signs of family violence with their clients, Respond and Refer them on to the appropriate family violence service in their area where they can get the help and support they need.

Since February 2018, over 250 salon professionals in Melbourne have successfully completed the HaiR-3R's training program. Jenny Jackson, Executive Director of EDVOS said, "I am pleased with the growing interest and success of the HaiR-3R's Training Program in Victoria and EDVOS plans to roll it out nationally".

The EDVOS HaiR-3R's Training Program acknowledges and respects the trusting relationship between a client and a salon professional. The unique nurturing bond between women and their hairdressers, can often lead to women disclosing warning signs of family violence.

The face to face training is currently available in metropolitan regions of Melbourne.

The EDVOS HaiR-3R's Training Workshop is available to salon professionals and students in Melbourne. For further information contact EDVOS on 03 9259 4293 or email: edvos@edvos.org.au or visit the HaiR-3R's Website page: edvos.org.au/hair-3rs

For further information visit: [EDVOS HaiR-3R's Web Page](#)
or contact Melanie Broere: melanie.broere@edvos.org.au ph: 03 9259 4293



Like and Share the HaiR-3R's Facebook Page.

Pick My Project: HaiR-3R's – Family Violence Training for Salon Professionals

It's time to vote for the **EDVOS Pick My Project: HaiR-3R's – Family Violence Training for Salon Professionals** an interactive training workshop for salon professionals which teaches them how to **Recognise** the various signs of family violence in their clients, **Respond** in the moment and **Refer** clients on to the appropriate family violence service in their area, where they can get the help and support they need.

- Step 1** Go to pickmyproject.vic.gov.au
- Step 2** Register to vote
- Step 3** Add to short list:
HaiR-3R's – Family Violence Training for Salon Professionals
- Step 4** Add two more to your short list in this same location
- Step 5** AND **Vote Now**

Once you have registered to vote, you can search by project and will have three votes to spend on project ideas.

Voting closes 5pm Monday 17 September 2018.

Thank you for your support.



EDVOS celebrates NAIDOC week – ‘Because of her, we can!’



EDVOS works with Aboriginal women who are experiencing family violence in Melbourne’s Eastern Region and continues to strengthen partnerships and networks within Aboriginal communities.

By supporting NAIDOC Week, we aim to bring awareness within our community of the essential roles that women have played in the past and continue to play today and how they are active and significant role models for future generations of Aboriginal and Torres Strait Islander women.

NAIDOC (National Aboriginal and Islanders Day Observance Committee) Week is an Australian observance lasting from the first Sunday in July until the following Sunday. The NAIDOC Week theme – **“Because of her, we can”** celebrates Aboriginal and Torres Strait Islander women’s achievements, their voice, their unwavering passion that have empowered past generations and paved the way for future generations as well. NAIDOC is celebrated not only in Indigenous communities, but also by Australian government agencies, schools, local councils and workplaces.

During NAIDOC Week EDVOS participated in a range of activities in Melbourne’s Eastern Region in support of the local Aboriginal and Torres Strait Islander community;

- ✦ The Eastern Region NAIDOC Ball, held at Dorset Gardens Hotel, was a huge celebration of Aboriginal and Torres Strait Island culture and an opportunity to recognise the great work accomplished across Melbourne’s Eastern Region. The ball was well attended with 300 Aboriginal and non-Aboriginal community members, Aboriginal and Non-Aboriginal organisations.
- ✦ EDVOS in partnership with Boorndawan Willam Aboriginal Healing Service (BWAHS), hosted a ‘Balit Narrun Pamper Day’ for Aboriginal women in Melbourne’s Eastern Region and women with community connections. A highly anticipated and successful event, with 25 women and 10 children attending. They participated in special pampering activities at their own pace, they enjoyed a shared lunch together as Marissa and Jo from Boorndawan Willam gave a presentation about the key drivers of family violence, being gendered violence. This led to a few women from the group sharing their own experiences of family violence. Jo had brought the possum skin healing cloak from Boorndawan for the women to use if they were feeling distressed or needed comfort and was used during this event.
- ✦ This pamper day was particularly successful in getting the community to break its silence on individual experiences of family violence and promoted healing through shared understanding of each other’s experiences. Workers from both Boorndawan Willam Aboriginal Healing Service (BWAHS) and EDVOS were available if anyone needed immediate referral or someone to talk to.

There were many misconceptions within the Aboriginal community around the root causes of family violence and a need was identified for education around the gendered nature of violence. It was important to address mistaken, deep-seated, beliefs that family violence was caused by trauma or alcohol and drugs.

As there are too few culturally safe spaces for women to come together to discuss these experiences, stories and beliefs, this day was very important for many reasons:

- ✦ To build awareness about ‘what family violence is’
- ✦ To connect Aboriginal women to their community so they could enjoy themselves and develop friendships
- ✦ To build strength, resilience and empowerment amongst each other through sharing of individual family violence experiences in their lives.

‘Because of her, we can!’ is Melbourne Museum’s headline exhibition for NAIDOC 2018, showing until 20 January 2019.

Housed in the Birrarung Gallery at the Bunjilaka Aboriginal Cultural Centre, it throws a spotlight on nine Victorian First People’s women who have achieved extraordinary things in delivering services to community.

For more information about how EDVOS supports Aboriginal and Torres Strait Islander women contact Julie at EDVOS, email: edvos@edvos.org.au or phone **03 9259 4000**.

EDVOS after-hours response team

Enhanced Operating Hours

Over the last eighteen months, EDVOS has fully integrated their extended operating-hours response times for victims of family violence living within Melbourne's Eastern Region. These are now the 'normal operating hours' and has seen many benefits for clients and staff as a result.

EDVOS normal operating hours

Mon-Fri: 9am – 8pm Sat: 9am – 5pm Phone: 03 9259 4200

EDVOS was successful in attracting funds from the Victorian Government to introduce a 24/7 After-Hours Family Violence crisis response team, that ensures face-to-face crisis support can be reached by women and children experiencing family violence outside of the EDVOS normal operating hours within Melbourne's Eastern Region.

By providing 24/7 after-hours access to EDVOS specialist family violence advisors, this means more women and children are offered outreach support in crisis accommodation, as well as risk assessments, flexible support packages and complete wrap around support at the time they need it most.

Between January and June 2018, the EDVOS After-Hours Family Violence response team provided crisis support for 88 women either entering or staying in emergency accommodation in Melbourne's Eastern Region. Of these 88 women, 29 women were mothers with children in their care at the time of support.

The support provided to women and children included any and/or all of the following:

- ✦ Risk assessment
- ✦ Crisis counselling
- ✦ Options planning
- ✦ Child-focussed engagement
- ✦ 24hr liaison with Child Protection
- ✦ 24hr liaison and referral for police response and support
- ✦ Support for pets and animals
- ✦ Safety planning
- ✦ Service advocacy
- ✦ Material aid
- ✦ 24hr referral for sexual assault support
- ✦ 24hr referral for Aboriginal and/or Torres Strait Islander-specific services
- ✦ Provision of emergency material aid items
- ✦ Arrangement of crisis accommodation and/or transport

EDVOS continues to receive referrals from Safe Steps Family Violence Response Centre for after-hours response service for women, young people and children experiencing family violence within Melbourne's Eastern Region.

Victoria's State-wide 24hr first response service for women, young people and children experiencing family violence is Safe Steps Family Violence Response Centre , call 1800 015 188.

EDVOS Diversity resources available



EDVOS Family Violence Service Information has been written and translated into seven community languages representative of the top languages, other than English, spoken in Melbourne's Eastern Region. The languages that the information was translated into are: Persian, Simplified Chinese, Arabic, Vietnamese, Greek, Italian and Hindi. The Family Violence Service Information documents are available on the EDVOS website, using international flags to direct users to relevant pages.

This information explains what family violence is, what services EDVOS offers and how we can support women and children who are living with family violence. The purpose of the information is to help women identify if they are experiencing family violence and how they can access support. The information was developed in collaboration with the Migrant Information Centre and available in hard copy and electronically.

In addition, key organisational documents have been translated into community languages for staff to use with women who are accessing EDVOS services. These documents include;

[EDVOS Consent for Sharing Information](#) [EDVOS Privacy Brochure](#) [EDVOS Client Rights and Responsibilities form](#)

These languages include Thai, Arabic, Greek, Simplified Chinese, Persian, Sinhalese and Vietnamese. These represent the top seven languages, after English, which EDVOS specific clients speak. If you would like to find out more about the EDVOS Culturally and Linguistically Diverse Resources and Services visit the EDVOS Website , email: edvos@edvos.org.au or phone: **9259 4200**



EDVOS Xmas Toy Appeal

Donate a toy to a child in need now and it will be delivered in time for Christmas.

EDVOS, the specialist family violence service, operating in Melbourne's Eastern Region which geographically covers around 1.03 million people, is seeking your help to donate a special toy to a child in need through the EDVOS Xmas Toy Appeal.

On average, EDVOS supports 1,000 women and children per MONTH who are responding to family violence, and the number is growing. The EDVOS Xmas Toy Appeal helps children (and mothers) who are entering into emergency accommodation leaving a majority of their belongings behind. A new toy can help brighten a child's day and make this experience less traumatic.



CLICK HERE to Donate Now

Your donation will help EDVOS provide women, children, their pets and animals experiencing family violence in Melbourne's Eastern Region with the support they need.

EDVOS, a not for profit organisation, relies on Victorian Government Funding and donations from the community.



Sign Up to receive the EDVOS Quarterly Newsletter



Follow us on facebook for news, service updates and ways to be involved.



EDVOS acknowledges the Traditional Custodians of this land and we pay our respect to Elders past, present and future



EDVOS celebrates diversity

EDVOS respect the many women and children and their pets and animals who respond to acts of violence in their lives.

EDVOS is a child-focused and child safe organisation.

EDVOS is a not-for-profit organisation, primarily funded by the State Government of Victoria.

EDVOS also receives grants and donations from other sources.

